

Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

Response to Request for Qualifications:

Homeless Supportive Housing-Services

RFQ No: 8320-0-2013/MRW

1) FIRM PROFILE

Lutheran Social Services of Wisconsin and Upper Michigan, Inc. (LSS) has been providing community social and supportive services to those in need, regardless of religious affiliation or belief, for more than 130 years.

The agency wide office of LSS is headquartered in Milwaukee, WI. In addition LSS provides local offices and programmatic services throughout Wisconsin and Upper Michigan. Dane County services from LSS are provided through local offices in Madison and Sun Prairie, as well as through our Off the Square drop in center in Madison.

LSS currently provides services through more than 300 programs, at roughly 250 sites located in 90 plus communities across Wisconsin and Upper Michigan.

a) Organizational structure-

LSS is governed by a Board of Directors comprised of leaders from business, clergy, health care and other sectors of the community. The Board provides direction and approval for our strategic plan, employee and fiscal policies, and other programmatic issues.

The Executive Team for LSS includes President and CEO David Larson, Chief Operating Officer Dave Gromacki, Chief Program Officer Ron Hauser, and Chief Financial Officer Joseph Arzbecker. This group has ultimate responsibility for implementation and execution of the strategic plan as well as agency wide policy and fiscal responsibility.

The Business Leadership Team for LSS, reporting directly to the Chief Program Officer, includes Executive Directors for each of the five agency wide business units; Housing Services, Change and Community Development, Permanence Stability and Wellness, Community Individualized Supports, and Out of Home Care and Adoption. Together the Business Units form a Continuum of Care, seamlessly providing a variety of services designed to impact individuals and communities alike.

Relevant Experience-

Chief Program Officer Ron Hauser has worked in a variety of roles with LSS since 1981. In his current role as CPO he has oversight responsibility for all LSS programs. Hauser has had specific training in alcohol and other drug addictions, adolescent behavior, housing management, client rights/confidentiality, wraparound/integrated services, as well as graduate work in community-based family treatment. He serves on the advisory board of Children Come First.

Housing Services Executive Director Dennis Hanson has served with Lutheran Social services for more than 20 years, including the past six years in Housing Services. This Business Unit includes housing management at 36 sites, service coordination at more than 40 sites, and case management at two sites. Additional programming currently in development includes an eight unit Section 811 HUD in Waukesha and a 50 unit Section 42 project in Antigo. Hanson serves as an officer of the Board of Directors for Venture Group of Wisconsin; a non-profit community land development organization with Community Housing Development Organization (CHDO) status pending. Hanson also represents LSS on the Waukesha County Continuum of Care (COC).

Change and Community Development Executive Director Keith Lang, based in Sun Prairie, has a Master's Degree in Social Work and extensive experience in both direct services and human services administration. Prior to joining LSS in 2007 Keith had a lengthy career with the Wisconsin Department of Health and Social Services, including ten years with the Division of Corrections as a Parole Officer, 10 years with the Bureau of Mental Health developing community forensic programs and 14 years with the Bureau of Substance Abuse Services as a contract manager, staff to the Governor's State Council on Alcohol and Other Drug Abuse and Bureau Director.

Permanence Stability and Wellness Executive Director Sarah Hotchkiss has served with LSS for 11 years. Programming within this business unit focuses on stabilization and permanence in the family. Specific areas of emphasis include birth to three programming and early child development. Case Management is a key component of several service programs in this business unit.

Community and Individualized Supports Executive Director Rita Wiersma has served with LSS for seven years. Rita brings extensive personal and professional experience to her role as leader of this business unit. Through Rita's leadership and vision LSS has championed reform in the way that traditional supports are provided to persons with disabilities. The Community Supported Living program focuses on appropriate level services surrounding the individual in a home of their choosing rather than traditional congregate settings.

Out of Home Care and Adoption Executive Director Heather Yaeger has served with Lutheran Social Services for over 14 years. The Business Unit includes residential care centers for youth, group home care, domestic adoption, international adoption, foster care and the State of WI special needs adoption program. Many of the programs assist teens aging out of care to be independent and successful as young adults. We have partnered with the State Dept. of Juvenile Corrections to provide transitional services to young adults in the juvenile justice system. Ms. Yaeger is an active member of advisory groups for adoption, State of WI Child wellbeing roundtable and advocacy issues for youth and families. LSS has also been awarded a contract providing home studies for minor victims of human trafficking.

Single Point of Contact for this RFQ

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2) EXPERIENCE

a) Team Experience in:

1. Case Management Services for chronically homeless adults-

- Cornerstone Apartments- LSS provides Case Management Services at Cornerstone Apartments in Waukesha, a 43-unit supportive housing development for single adults. The target population of this development is persons that have experienced chronic homelessness. The Case Manager develops action plans, seeks and monitors services from community providers, and arranges educational programming targeted toward the population served.
- Voices for Youth (VFY) – serving the Upper Peninsula of Michigan this program encompasses Street Outreach Programs as well as Supportive and Transitional Living Programs that encourage self-sufficiency in participants by using a positive development approach, providing leadership opportunities, developing soft and hard life skills, and encouraging high levels of community involvement. In addition, VFY strives to reunite young people with their parents or relatives by providing mediation or counseling. Other services include food, clothing, housing, case management, life skill training, non-residential services, educational services, outreach, transportation, advocacy, after care and referrals
- Welcome Home- The Welcome Home program helps individuals and families make the transition from homelessness to safe, secure and permanent housing. In addition, the program provides rental assistance and support services along with personalized services to help participants achieve self-identified goals. The Welcome Home Program is grant funded to specifically serve Marquette and Alger counties in Michigan.
- Refugee Resettlement- LSS provides case management services, job placement and sponsorship to refugees. Sponsors of refugees agree to locate and furnish housing, meet and welcome the refugees, supply food and clothing for a short period of time, help the refugee family to sign-up for schools and other community services, and educate the refugees about American culture and customs. English and employment are two main focuses for this program. Programs are headquartered in Madison and Milwaukee.
- Foster Care- LSS offers case management support to children and youth of all ages with a focus on strengths, outcomes and permanence.

2. Providing or partnering with providers of supportive services of individuals with AODA, mental health, or physical disability issues

- Daytime Drop-In Centers- these centers are for people with serious and persistent mental illness as well as those experiencing homelessness. Emotional support, vocational and recreational opportunities, and structuring of individual schedules are available. These are unique in that they provide a safe haven for persons during daytime hours. Service centers are currently located in Madison, Waukesha, Eau Claire, and Green Bay. The Madison location, Off the Square Club, has been operating for more than 30 years; providing a safe environment for clients, community resource counseling, crisis stabilization activities, emotional support, hot meals, recovery support and vocational opportunities. Off the Square Club serves over 150 individuals annually.
- Addictions Services- LSS provides an array of services specifically designed to help people with addictions in their recovery journey or to move individuals out of the correctional system. Addictions services span the range from adolescent services, programs for adults, and comprehensive family addiction/recovery services. While many programs are co-ed, there are specialized women's and men's programs available. Our programs work in partnership with most Wisconsin counties, the Department of Health Services, and state and federal corrections departments.
- Case Management- LSS provides case management services for individuals who have developmental and physical disabilities, and/or mental health issues. Case managers advocate for the individual's health, care, happiness and quality of life. In addition Case Managers partner with local, county, state and federal agencies, including the UW-Extension, Department of Human Services, to provide educational presentations.
- Individualized Community Supports- LSS provides critical life-skills training and on-going supports to adults living in the community who have developmental and physical disabilities. Skills are taught within the person's home or community, and may include assistance in the areas of financial management, grooming, hygiene, nutritional planning, housekeeping skills, meal preparation, and safety and transportation utilization. Individuals are also encouraged to maintain as healthy a lifestyle as possible, through assistance in making medical appointments, ordering medication and monitoring for consistent self-administration of medications.

3. Property Management for permanent supportive housing-

- Cornerstone Apartments- LSS provides property management services at this 43-unit supportive housing development for single adults in Waukesha. The target population of this development is persons that have experienced chronic homelessness. As the Management Agent LSS has day to day management responsibility for tenant selection, leasing, and fair housing compliance.

4. Property Management services for low income multi-unit housing-

- HUD subsidized apartment communities- LSS currently provides comprehensive property management services at 28 HUD subsidized projects across Wisconsin and Upper Michigan. These developments range in size from six units to 47. LSS has responsibility for compliance with HUD programming requirements, tenant selection, leasing, policy and procedure development, budget development and monitoring, financial management and fair housing compliance.
- Eastridge Estates- LSS provides property management services to this 64 unit market rate community serving older adults.
- Section 8 housing- LSS operates three duplexes and one four unit building targeted towards low income individuals with disabilities. One of these units currently houses Section 8 residents. Two more duplexes are currently being renovated with intention toward marketing to Section 8 recipients.

5. Property Management services for Section 42 low income housing tax credits-

- LSS does not currently provide management services to any Section 42 projects. LSS is however the co-developer for Pebble Ridge, a 50 unit project that received a 2013 tax credit award, which is currently under development in Antigo. In addition we will be submitting three applications as co-developer for the 2014 Section 42 award cycle. The philosophy that governs LSS Housing, subsidized housing should not equal substandard housing, will carry over well into Section 42 management. The experience of the agency and network of programs related to serving the homeless will further ensure success with management of this proposed community.

3) REFERENCES

Regarding Cornerstone Apartments
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